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D. Johnson  
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PATENT



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IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of: Daniel N. Duncan, et al.  
Serial No.: 09/547,627  
Filing Date: April 12, 2000  
Group: Unknown  
Examiner: Unknown  
Title: SYSTEM AND METHOD FOR SCHEDULING  
INBOUND INQUIRIES

Honorable Assistant Commissioner  
of Patents

Washington, D.C. 20231

I hereby certify that this Information Disclosure Statement is being deposited with the United States Postal Service as First Class Mail addressed to: Assistant Commissioner of Patents, Washington, D.C. 20231, on the date shown below.

*Crystle Garbade*  
Crystle Garbade  
9-6-00  
Date

Dear Sir:

**INFORMATION DISCLOSURE STATEMENT**

Applicant respectfully requests, pursuant to 37 C.F.R. §§1.56, 1.97 and 1.98, that the art listed on the attached PTO-1449 form be considered and cited in the examination of the above-identified application. A copy of this art is enclosed for the convenience of the Examiner. Furthermore, pursuant to 37 C.F.R. §§1.97(g) and (h), no representation is made that a search has been made or that this art is material to patentability of the present application.

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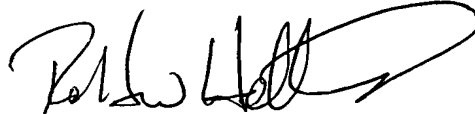
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Applicants believe no fees are due, however, the  
Commissioner is hereby authorized to charge any fees or credit  
any overpayments to Deposit Account No. 02-0384 of  
Baker Botts L.L.P.

Respectfully submitted,

BAKER BOTTS L.L.P.  
Attorney for Applicant

A handwritten signature in black ink, appearing to read 'Robert W. Holland', with a large, sweeping flourish extending to the right.

Robert W. Holland  
Reg. No. 40,020

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Date: September 6, 2000